



NEWPORT NEWS, VA  
CITY OF OPPORTUNITY

JOB DESCRIPTION  
**AQUATICS OPERATIONS COORDINATOR**  
(RECREATION PROGRAMS DIVISION)  
PARKS, RECREATION AND TOURISM

Human Resources Department  
700 Town Center Drive, Suite 200  
Newport News, VA 23606  
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## GENERAL STATEMENT OF RESPONSIBILITIES

Under general supervision, this position ensures safe aquatics environments through effective operations, supervision, and staffing of multiple aquatics facilities. Reports to the Aquatics Supervisor.

## ESSENTIAL JOB FUNCTIONS

Provides day-to-day guidance and direction to the lifeguard staff on completing required reports, purchasing and financial transactions and staff organization and development; ensures staff complete regular skill assessments and remain current with required certifications.

Responsible for the effective supervision and administration to include monitoring expenditures, staff development and training, succession planning, performance management, employee relations, prioritizing and assigning work and related activities and evaluates resource needs and manages the effective deployment of resources.

Enforces aquatics safety standards and facility operational rules for all individuals using the facilities and conducts community Lifeguard classes. Performs basic facility maintenance; conducts daily safety inspections and assists with emergencies as needed. Serves as Manager on Duty as required.

Performs other duties as assigned.

## PERFORMANCE STANDARD

Employees at all levels are expected to effectively work together to meet the needs of the community and the organization through work behaviors demonstrating the City's Values. Employees are also expected to lead by example and demonstrate the highest level of ethics.

## REQUIRED KNOWLEDGE

- Aquatics - Comprehensive knowledge of aquatics facility safety principles and practices, including a thorough knowledge of the application of life saving and first aid techniques; pool system operations and aquatic facility management, to include sanitation, maintenance, filtration, and purification; principles and practices of aquatic programs, services, and related leisure activities and events.
- Safety - Knowledge of occupational hazards, safety precautions, and safety regulations related to recreational aquatics activities and other work related precautions.
- Supervision - Knowledge of leadership techniques, principles, and procedures to assign work, schedule, supervise, train, and evaluate the work of assigned staff.

- Customer Service – Knowledge of principles and processes for providing customer service. This includes setting and meeting quality standards for services, and evaluation of customer satisfaction.

## **REQUIRED SKILLS**

- Critical Thinking – Using logic and reasoning to understand, analyze, and evaluate complex situation and then to research information to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to the situation.
- Interpersonal Relationships – Develops and maintains cooperative and courteous relationships with employees, managers, representatives from other departments and organizations. Shares knowledge with staff for mutual and departmental benefit.
- Computer Skills – Utilizes a personal computer with word processing, spreadsheet and related software with reasonable speed and accuracy.

## **REQUIRED ABILITIES**

- Coordination of Work – Ability to establish and implement effective administrative programs and procedures. Establishes priorities for the completion of work in accordance with sound time-management methodology. Attends and maintains a calendar for meetings, deadlines and events. Performs a broad range of supervisory responsibilities over others.
- Communication – Excellent ability to communicate ideas and proposals effectively to diverse audiences to include preparing and conducting training, preparation of reports, and policies. Excellent ability to listen and understand information and ideas presented verbally and in writing. Ability to handle a variety of issues with tact and diplomacy in a confidential manner.
- Accounting and Budgeting – Ability to perform arithmetic, algebraic, and statistical applications to perform purchasing and financial transactions. Ability to employ economic and accounting principles and practices in the analysis and reporting of budgeting data.

## **EDUCATION AND EXPERIENCE**

Requires a Bachelor's Degree in Recreation, Leisure Studies, Therapeutic Recreation or a related field and 3-5 years experience in professional recreational programs with 1-2 years of lead or supervisory experience or an equivalent combination of education and experience.

Requires the following certifications from the American Red Cross, or equivalent agency: Lifeguarding, Lifeguard Instructor, First Aid, CPR/AED for the Professional Rescuer, Oxygen Administration, and Certified Pool Operators License. Certification as an Aquatics Facility Operator and Emergency Responder is preferred.

## **ADDITIONAL REQUIREMENTS**

Requires satisfactory results from a pre-employment medical evaluation; pre-employment substance abuse testing and is subject to random alcohol and controlled substance testing.

An acceptable general background check to include a local and state criminal history and sex offender registry check.

A valid driver's license with an acceptable driving record.

### **PHYSICAL REQUIREMENTS**

- Tasks require the regular and, at times, sustained performance of moderately physically demanding work.
- Some combination of climbing and balancing to include climbing ladders, stooping, kneeling, crouching, and crawling.
- May involve the lifting, carrying, pushing, and/or pulling of moderately heavy objects and materials (20-50 pounds).

### **SENSORY REQUIREMENT**

- Some tasks require the ability to perceive and discriminate sounds, odors, depth, and visual cues or signals.
- Some tasks require the ability to communicate orally.

### **ENVIRONMENTAL EXPOSURES**

Performance of essential functions may require exposure to adverse environmental conditions, such as, odor, fumes, wetness, water hazards, temperature and weather extremes, hazardous materials, infectious disease, or rude/irate customers.